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|  | **Shawn Barker**  Certified Ethical Hacker | CompTIA Security+ Certified  **Phone** 702.737.5487 **Mobile** 702.217.1954  **Email** [ShawnBarker@msn.com](mailto:ShawnBarker@msn.com)  5195 W. Desert Inn Rd, Las Vegas, NV 89146-8153  [Title: LinkedIn - Description: image of LinkedIn icon](http://linkedin.com/) [Title: Twitter - Description: image of Twitter icon](http://twitter.com/) Facebook[Title: Youtube - Description: Youtube icon](https://www.youtube.com/) |

**EC-Council Certified Ethical Hacker Certification was issued.**

**\*Both of the above certificates were issued in June 2020\***

**Technical Summary**

**Hardware:**

* Micro computers – x86/Celeron/CentrinoDuo/Atom/Pentium D/Xeon Intel and AMD based desktop and AS400 server systems.
* Networking Equipment – Various Small Business/Home hubs, switches, routers, patch panels including Cisco, 3com, Linksys, D-Link brands. CAT 5, 5e, 6 cabling, 802.11 a,b,g,n,ac wireless setup. Internal/External modems, cable and DSL modems.
* Serviced and maintained various peripherals – laser, inkjet, dot-matrix printers, Savin Network Office Appliances, and Cannon Flatbed Scanners. 3Com Office Connect Video Cameras and other A/V office equipment for Videoconference meetings between offices using MS Teams and Google Meet, Cisco

**Software:**

* OS – AIX/UNIX, AS400, MS DOS, Windows 3.11, 9x, NT, 2000, XP, Vista, Windows 7, Windows Server Advanced and SBE Active Directory Citrix, VPN, VDI and DUO Administration.
* **Casino Gaming Applications** – IGT Advantage Players Club, IGT Machine Accounting, IGT Table Manager, OASIS, NRT EZ PAY, CMS
* **HOTEL PMS** – Springer-Miller Systems, Opera ORS, Opera PMS, LMS, Atlas and Clarity
* POS – Infogenisis, SMS Touch, Micros, Aloha
* SPA – SMS SpaSoft, Melenium
* REPORTING – FileNet, Infinium, Tandem, Kronos, Avero, RFile
* HOTEL/CASINO SECURITY – ITRAK Surveillance, ITRAK Security

**Experience**

Sept 2020 – Dec 2020 Clark County Elections Department Las Vegas, NV

Field Technical Support – Temp Assignment

* Inventory and kit all election equipment for use as kiosks at various sites throughout Clark County.
* Set up networks and kiosks at pop up election locations and troubleshoot any technical issues.
* Maintained inventory at sites and verified secure equipment profiles were all in place.
* Tore down, re-inventoried, documented all equipment and stored at elections department warehouse.

Feb 2012 – Feb 2020 Diamond Resorts International Las Vegas, NV

Help Desk Analyst

* Manage users to access files grant permissions, using Active Directory.
* Grant property administrators access to perform software and network configurations.
* **Provided Application Support assistance during off days/hours and emergency on-call.**
* Maintain records of daily data communication transactions including tracking and resolving help desk tickets in accordance with company procedures for SOX and PCI audit requirements.

Jan 2010 – Nov 2011 MGM Mirage IT Las Vegas, NV

**Network Security Specialist**

* Manage users to access files grant permissions, using Active Directory.
* Grant property administrators access to perform software and network configurations.
* **Provided Application Support assistance during off days/hours and emergency on-call.**
* Maintain records of daily data communication transactions including tracking and resolving network security tickets in accordance with company procedures for gaming audit requirements.
* Remove, Revoke, Restrict access to files, user accounts using AD.
* Knowledge of administration in over 200 different software applications.
* Manage users and applications and permissions in AS400.
* Administer many different Hotel and Casino environments and applications MGM Mirage has control over.

Oct 2009 – Dec 2009 City Center (MGM Mirage) Las Vegas, NV

IT Deployment Specialist

* Image, Stage, Setup and Deploy Thin-clients, PC’s, Servers and Workstations
* Install and perform software and network configurations
* Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
* Maintain records of daily data communication transactions including tracking and resolving help desk tickets in accordance with company procedures and required deadlines.
* Configure, image, deploy and maintain desktop and laptop computers.
* Demonstrate troubleshooting techniques to investigate and resolve PC and network issues.
* Provide IT support to hotel colleagues. This includes PC, printers, phones, applications, handheld devices.
* Provide IT support to hotel guest rooms. (internet access, in room technology such as video on demand and control4)
* Manage and establish hotel applications for employees such as Springer Miller and Infogenesis Systems.
* Support employees in their technological needs in meetings and convention, training spaces.
* To make technical / operational decisions based on employee request and service recovery.
* To be fully responsible and in charge of one or more of the following areas of responsibility. Data security, application management, in room technology, server management and meeting room technology.

Oct 1999 – Mar 2009 PAR Springer-Miller Systems Las Vegas, NV

Support Specialist

* Provide technical assistance to computer system users. Answer questions or resolve computer problems for end users, via telephone or from remote location. Provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
* Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
* Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
* Answer user inquiries regarding computer software or hardware operation to resolve problems.
* Maintain records of daily data communication transactions including tracking and resolving help desk tickets in accordance with company procedures and required deadlines.